MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 3, 2016/2017

BOB2614 – ORGANISATIONAL BEHAVIOUR

(All sections / Groups)

31 May 2017
9.00 a.m. – 12.00 p.m.
(3 Hours)

INSTRUCTIONS TO STUDENTS

1. This question paper consists of 2 pages (*excluding* this cover page) with 4 questions only.

2. Attempt **ALL FOUR (4)** questions. All questions carry equal marks and the distribution of the marks for each question is given.

3. Please write all your answers in the Answer Booklet provided.

Question 1

a) People always think and act differently across cultures. These differences are due to unique norms of behaviour as well as emphasis on different values. Briefly summarise the **FIVE (5)** values across cultures.

(11 marks)

b) Almost everyone strives to have a positive self-concept. However, some people have more positive evaluation of themselves than others. Explain the **THREE (3)** elements of self–evaluation.

(9 marks)

c) Three employees believe that their pay is too low. One of them quits, the second complains to management about the low pay, and the third does nothing. Explain why these employees engaged in different behaviours by using exit-voice-loyalty-neglect (EVLN) model.

(5 marks)

Question 2

a) Your organization wants to improve the employees' motivation. Based on the expectancy theory of motivation, the employees already have strong P-to-O expectancies and the outcome valences are quite favourable for strong performance. However, the employees seem to have a low E-to-P expectancy.

i) Briefly explain expectancy theory of motivation.

(4 marks)

ii) Identify any three strategies that would potentially increase employee motivation by improving the E-to-P expectancy.

(6 marks)

b) Top performance companies are likely to have performance-based rewards as one of the high performance work practices. Discuss **FIVE (5)** important strategies for improving reward effectiveness.

(10 marks)

c) What is social loafing? As a leader, how to minimize social loafing in your group? Explain.

(5 marks)

Continued...

Question 3

a) "Communication channels such as e-mail is widely used in organizations. However, this communication medium has its own limitations." Discuss the **FOUR (4)** problems of communicating with e-mails among employees in the workplace.

(20 Marks)

b) Recently, conflict among employees occurred in Company A. As a manager of Company A, Lisa is required to understand the sources of conflict to effectively resolve the conflict. List any **FIVE (5)** conditions that may cause conflict in Company A.

(5 Marks)

Question 4

a) As a leader, you can enhance your followers' motivation, satisfaction, and performance by clarifying the followers' path to either obtain the available rewards or to enhance the available rewards that the follower desires. Discuss the **FOUR (4)** classifications of leader behaviours in the path-goal theory.

(13 Marks)

b) Briefly describe the **THREE (3)** stages of Lewin's force field analysis model.

(12 Marks)

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